Indiana Secretary of State
Dealer Division
Plates On-Demand Troubleshooting Guide

Which Internet browser should I use?
It is recommended that you use Internet Explorer to access Plates on Demand.

I print the plates but nothing happens. What can I do?
1) Pop Up Blockers & Tool Bars (see image below) can prevent you from printing a
plate. If they are present on Internet Explorer they should be disabled if you are having
issues printing.

2) Although Internet Explorer is recommended, you can try using a different browser.

3) Try generating the plate on a different computer.

**I received the message "An unknown error has occurred and it is reported to system
administrator". What should I do?**
This message may be displayed when the information entered in one or more fields
exceed a certain length. Make sure the VIN number is correct. If necessary, abbreviate
the information in other fields such as the Make. For example, the make "ALLIED
ALUMINUM TRAILER MANUFACTURING, INC." could be abbreviated to "ALLIED
ALUM TRAILER".

MAXIMUM FIELD LENGTHS
Make – 25 characters
Model – 50 characters
Color – 25 characters
VIN – 25 characters

Why is the "Buy More Credits" link disabled?
Some reasons for the link being disabled are that the dealer license has not yet been
approved or the interim plate limit has been reached or reset. If the buy more credits link
is disabled, you should contact the contact the Dealer Services Division at (317)234-
7190.

I cannot login to Plates on Demand. What should I do?
If you are manually entering the password that has been assigned to you and have
received an error, copy & paste the password that was emailed to you into the password
screen. Also, ensure that you are entering the password correctly for example it is
common mistake between the letter "O" and the number "0".

You may also request a new password using the link Forgot Your Password on the Online Interim Plates Login page.

 If this does not solve your issue you should contact the Dealer Services Division at (317)234-7190

What do I do when I get an Insurance Expired message?
If you receive a System Alert that indicates your insurance has expired, fax a copy of your Certificate of Liability to 317-233-1915 and it will be updated in the order it is received.

What do I do when I am nearing my interim plate limit or there are no Interim Plates assigned to my Dealership?
To increase the amount of plates in your inventory, you must submit an Application for Interim Plates (found under the "Forms" section of our webpage) indicating you want an increase. Please mail the completed form to the Dealer Services Division.

How do I reset my password?
If you do not know your current password, you can request a new password by selecting the link Forgot Your Password on the Online Interim Plates Login page.

If you would like to choose your own password, login using the current password and use the Change Password link in the upper right hand corner.

The E-mail Address on file is incorrect.   What do I do?
If the e-mail address for your dealer that is on file with the Dealer Division is not correct you must submit the current e-mail address on file and the new e-mail address to our office on your company letterhead. This letter may be submitted to our office via fax: (317)233-1915.